

The mission of the Iowa Department on Aging is to develop a comprehensive, coordinated and cost-effective system of long term living and community support services to help individuals maintain health and independence in their home communities.



Performance Results State Fiscal Year 2011

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INTRODUCTION FROM DIRECTOR HARVEY

Reviewing and analyzing Fiscal Year 2011 performance planning and results helps the Department improve decision making and accountability to the citizens of Iowa. We are pleased to present the SFY'2011 (July 1, 2010 - June 30, 2011) Performance Results Report (Report) for the Iowa Department on Aging (the Department). The Report contains information about the services the Department and its partners provided to older Iowans. The focus is on results and aligns with the requirements of Iowa's Accountable Government Act, which requires Iowa state government to adopt strategic planning, agency performance planning, performance measurement and reporting, and performance audits. The Report compares the Department's performance results to projected performance targets, describes challenges, and highlights our major accomplishments.

Summary: The great majority of Iowans age 60 and older have a strong desire to live safely and independently in their own homes and communities. In order to remain in the setting of their choice, older Iowans need information about and access to affordable supportive services that help them age in place. The Department, through the Area Agencies on Aging (AAAs) and their service providers (commonly called the Iowa Aging Network) provided Information and Assistance to 90,415 contacts and service to 70,165 Iowans resulting in 1.7 million units of service under the Federal Older Americans Act (OAA) and associated state funded programs during SFY2011, for which client registration was collected using the Iowa National Aging Program Information System (INAPIS).¹ Registered services include case management, chore, assisted transportation (to doctors, pharmacies, etc.), home delivered and congregate meals, personal home health care and homemaker, respite, and adult day services. In addition, there are many other services that do not require client registration. The aging network served 1,678,743 older Iowans and their caregivers who needed one or more services utilizing nonregistered services.²

INAPIS data also documents that 15,333 low and moderate income older Iowans received services under the Senior Living Program (SLP).³ The SLP funding source is available to older Iowans meeting specific income restrictions and is considered to be "funding of last resort." As with OAA funding, most of the services provided under this program assist older Iowans to stay in their homes where they prefer to be, living independently with support and delaying or avoiding more costly facility based care.

A total of 10,964 clients were served by the Case Management Program for Frail Elders (CMPFE) in SFY'2011 resulting in 141,823 hours of assistance to older persons and their caregivers in the form of access to or care coordination.⁴ The program's greatest impact, however, is the fact that CMPFE clients were able to maintain their independent living status for 36 months before leaving the program, which in most cases reduced the overall cost of long term living support services. CMPFE, for the majority of clients, also provided access to the Department of Human Services Medicaid Elderly Waiver program. Older adults in the Waiver program had needs and financial situations which qualified them for facility based care under Medicaid.

During SFY'2011, the Department continued to expand initiatives to improve, analyze and utilize its significant data sources while moving in the direction of selecting performance measures based upon existing processes and reporting mechanisms. These efforts enabled AAAs to better report desired performance outcomes.

Key Challenges and Opportunities

- **Challenge:** HF 45, Section 20 requires the Department to develop a plan for the reduction or modernization of Iowa's thirteen AAAs effective July 1, 2012 without the appropriation of additional funds to research or design the mandated reduction process.
- **Opportunity:** A challenge of this significance provides the Department with the opportunity to reprioritize and streamline staff, programs and services to appropriately complete the modernization process.

- **Opportunity:** Iowans are living longer and healthier lives. This will present opportunities in the areas of health and long-term living community supports and services, housing, legal services, education, employment, and others.
- **Challenge:** Iowa will continue to be challenged to provide adequate financial resources and alternate business models that will address the need for systems change that increase access to long-term living community supports and services.
- **Challenge:** Older Iowans need to rely upon a continuum of accessible, easy-to-understand and stable programs. Of particular importance are programs that assist with adequate food, health care, shelter, transportation, legal services, and income to cover basic needs.⁵
- **Opportunity:** To address this challenge, the Department will continue to expand the depth and breadth of its Aging and Disability Resource Center (ADRC) Initiative to enhance access to information by older Iowans, their families and caregivers.
- **Challenge:** Transportation is a fundamental key to developing truly livable communities and promoting general consumer health and well-being for older Iowans and Iowans with disabilities of all ages, and it is the #1 unmet need of older Iowans according to a survey by the Center for Social and Behavioral Research at the University of Northern Iowa conducted for the Department in 2008.⁶
- **Opportunity:** This presents a significant opportunity for the Department to work with the Iowa Department of Transportation, community partners and others to identify innovative and effective solutions to enhance transportation options for older adults through person-centered mobility management.

Older Iowans are an asset to our State as employees, volunteers, caregivers, mentors, and in the many other ways they contribute to the strength of our State. Most tend to stay put when they retire providing vital anchors to families and rural communities. They are home owners and through property taxes support schools and education, counties and municipalities. Annually Social Security retirement benefits alone contribute in excess of \$5 billion to the Iowa economy. As the population ages, we must recognize older Iowans as a valuable resource while providing services and supports needed by older adults, their families and caregivers.

The Department finds great strength in its employees and the AAAs who collectively demonstrate a history of pulling together to get the job done for the Iowans they serve. Together, we strive to meet our Mission to develop a comprehensive, coordinated and cost-effective system of long term living and community support services to provide older Iowans and their caregivers with the information, resources and support they deserve and need to lead productive, vital and dignified lives.

Sincerely,

Donna K. Harvey, Director
Iowa Department on Aging

VISION STATEMENT

Building the best place to live healthier, longer.

MISSION STATEMENT

The mission of the Iowa Department on Aging is to develop a comprehensive, coordinated and cost-effective system of long term living and community support services that help individuals maintain health and independence in their homes and communities.

CORE FUNCTIONS

Advocacy: Advocate for changes in public policy, practices and programs that empower older Iowans, facilitate their access to services, protect their rights and prevent abuse, neglect, and exploitation. Activities may include legislative advocacy, information dissemination, outreach and referral, research and analysis and coalition building.

Planning, Development and Coordination: Conduct planning, policy development, administration, coordination, priority setting, and evaluation of all state activities related to the objectives of the Federal Older Americans Act (Federal Act).

Health: Support policies, programs, and wellness initiatives that empower older Iowans to stay active and healthy, and that improves their access to affordable, high quality home and community-based services.

AGENCY OVERVIEW

Agency Structure and Services: The Iowa Department on Aging is a department within the executive branch of Iowa state government, established by Iowa Code Chapter 231, and it is the designated State Unit on Aging (SUA) under the Federal Act. The Federal Act, administered by the U. S. Administration on Aging (AoA) under the governance of the U. S. Department of Health and Human Services, outlines specific requirements for states to establish planning and service Areas (PSAs) as well as AAAs to carry out the Federal Act requirements. The SUA is then required to ensure compliance with federal statute and regulations as well as any state or administrative code. Under both the Federal Act and the Elder Iowans Act, the Department has the responsibility to serve as an effective and visible advocate for older individuals. This is accomplished by review and comment upon state plans, budgets, and policies, which affect older individuals, and by providing technical assistance to any agency, organization, association, or individual representing the needs of older individuals. The Department develops, submits and administers a State Plan on Aging under the Federal Act in cooperation with AoA. Under federal law, the Department is responsible for the planning, policy development, administration, coordination, priority setting, and evaluation of all state activities related to the objectives of these acts along with administering dozens of other associated activities.

The Department works to ensure a comprehensive, coordinated and cost-effective system of long term living and community support services is provided to older Iowans, their caregivers, and with increasing frequency, persons experiencing disabilities. The Department has 7 citizen and 4 legislative Commissioners and for SFY'2011, had 35 authorized Full Time Employees (FTEs) of which most were filled for the fiscal year. Ten of the Department's thirty-five employees are charged with carrying out the duties of the Office of the Long Term Care Ombudsmen whose role is to ensure the rights of long term care facility and assisted living residents. All staff members, except the Ombudsman FTEs, were housed in the Des Moines, Iowa office located at the Jessie Parker Building, 510 East 12th Street, Suite 2, Des Moines, Iowa 50319.

Partners in achieving the Department's vision and mission include Commission members, AAAs, and a variety of other public and private sector organizations. There is extensive ongoing collaboration with the departments of Human Services, Public Health, and Inspections and Appeals on many long-term care policies and program issues. The Department also partners with Iowa Workforce Development and the Iowa Department of Transportation. These partnerships are the cornerstone for enhancing a comprehensive and coordinated delivery system for older persons and their families. Components of this long-term care system include creating a safe environment, making services accessible and providing alternatives and balance between institutional and non-institutional services. The Department exists to advocate for and respond to the needs of an aging society by planning, promoting and coordinating a continuum of accessible and affordable services and choices for older Iowans. The Department provides leadership to both empower and enhance the lives of older persons through choices, services, protection and respect. As Iowa's aging population continues to increase, Iowa must be prepared to meet older Iowans' changing needs while being cognizant of the effects on families and communities.

Population Served. 621,245 Iowans 60 years of age and older lived in the state in 2011, which represents 20.4% of Iowa's total population of approximately 3,046,355. This population will grow to about 13.6% of the total older adult population by 2040. Iowa ranks fifth in the nation in the number of residents age 65+ and third in the number of residents 85 years of age and older.⁷ Thirty-three percent of Iowans 65 and older live with a disability, the highest of any age group.⁸

Twenty-seven percent of all individuals served during SFY 2011 were below the federal poverty income level. Target populations included older Iowans living in rural communities, low-income and minority individuals, and individuals with limited English proficiency. Adults with physical and developmental disabilities and adults with mental and behavioral health concerns were served by the Department and the aging network as were caregivers caring for individuals with Alzheimer's disease and dementia.

Services, Programs and Activities. The Department maintains statutory and contractual relationships with the network of thirteen AAAs, which provide services to older Iowans in 16 PSAs within the state. Each AAA has at least one full-service office. Together with the local AAAs and their service providers, 36 different services were provided to support individuals in their homes and communities. The types of services, programs and activities included:

- Advocacy on behalf of older Iowans;
- Education, training and public awareness regarding older adult issues including enhanced access to public benefits;
- Home and Community Based Services and Case Management;
- Nutrition programs and services;
- Elder Abuse Awareness and prevention activities;
- Older Worker training and employment activities;
- Long Term Care Ombudsman Office and Resident Advocate Committees on behalf of residents of licensed and certified long term care facilities;
- Development of grants and grant management;
- Monitoring, accountability & assessment; and
- Others

Through two comprehensive web sites and other methods, the Department provides customer access to information 24 hours a day, seven days a week. The web sites are found at: www.aging.iowa.gov and www.lifelonglinks.org.

Key Result: Services/Products/Activities

Name: Elder Abuse Initiative (EAI)

Description: Elder abuse is a grossly under recognized, under reported social problem with an estimated 84% of cases going unreported according to the *Journal of National Academy of Elder Law Attorneys* (Fall 2003). Today, the percent of unreported cases is equally as high. In SFY'11, the EAI reported 2,817 client referrals.

Why we are doing this: The Elder Abuse Initiative works to educate and inform citizens and community organizations about the issues of elder abuse. The primary goals of the Initiative are to identify, intervene and reduce the incidence of elder abuse. The Iowa Department on Aging (IDA) educates policy makers at all levels to encourage further discussion about the issues of elder abuse and facilitate how the State of Iowa can address these issues.

What we're doing to achieve results: The Department on Aging advocates for funding to expand the Elder Abuse Initiative into additional counties with the long-term goal of a statewide program. To support that advocacy, IDA tracks the number of referrals to EAI projects for intervention and assistance. EAI also provides programmatic and financial support to local projects that build collaborative networks between aging advocates, DHS, county attorneys, law enforcement and others at the community level. The program ended on June 30, 2011.

RESULTS

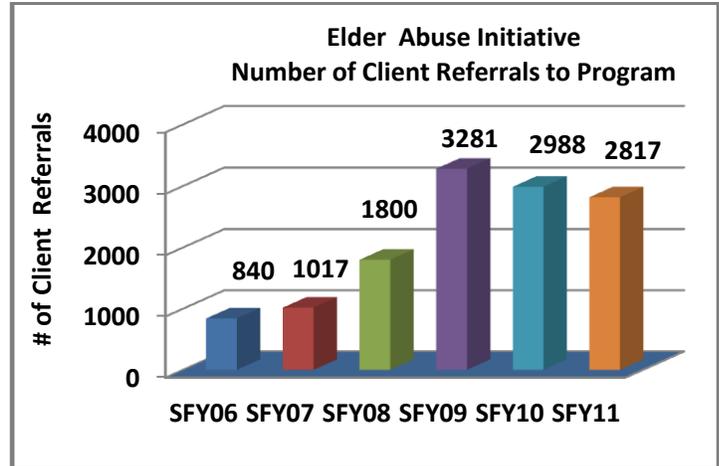
Link to IDA Strategic Plan: The EAI directly supports Strategic Goal 4, which is to ensure the rights of older lowans and prevent their abuse, neglect, and exploitation.

Performance Measure: The number of client referrals to EAI projects for intervention and assistance.

Performance Goal: 3,000 Client Referrals

What was achieved: *The SFY'11 target for the measure was 3,000 client referrals. 2,817 client referrals were documented for SFY'11. As the program matures and grows, the referrals are increasingly more complex which requires intense intervention assistance.*

Data Sources: Department on Aging EAI data reports.



Resources: Funding for this service is a combination of Federal Older Americans Act funds (\$63,260), Senior Living Trust funds (\$455,499) and Other (\$4,702) totaling \$523,461.

Key Result: Services/Products/Activities

Name: Office of the State Long-Term Care Ombudsman Program (LTCOP)

Description: The LTCOP performs a vital resident defense and empowerment role. The program operates as a unit of the Iowa Department on Aging, and is responsible for 847 facilities across the state. In SFY 2011, the program addressed 2,298 complaints and worked to resolve 1,127 cases. The eight local long-term care ombudsmen provide services for more than 52,000 lowans living in long-term care facilities including nursing homes, residential care facilities, elder group homes and assisted living facilities. Each ombudsman serves an average of 12 counties, 105 facilities and 6,625 older lowans.

Why we are doing this: In 1978, the Older Americans Act mandated a State Long-Term Care Ombudsman office in each state. The ombudsman program aims to improve the quality of life and care in long-term care facilities by assisting residents to resolve complaints about the care they receive and to assure that residents' civil and human rights are protected.

What we're doing to achieve results: Iowa's ombudsmen investigate to help resolve resident and family concerns, provide information and assistance to long-term care providers, offer educational programs to the community, volunteers and long-term care staff, and provide individual consultation on issues important to residents, their families or the public. Ombudsmen also assist with resident and family councils and oversee Resident Advocate Committees within long-term health care facilities. The program's internal processes are continually reviewed for effectiveness and efficiency, and the ombudsmen participate in frequent training.

RESULTS

Link to IDA Strategic Plan: The LTCOP supports Strategic Goal 4, which is to ensure the rights of older lowans and prevent their abuse, neglect, and exploitation.

Performance Measure: Percent of Long-Term Care Ombudsman complaints resolved.

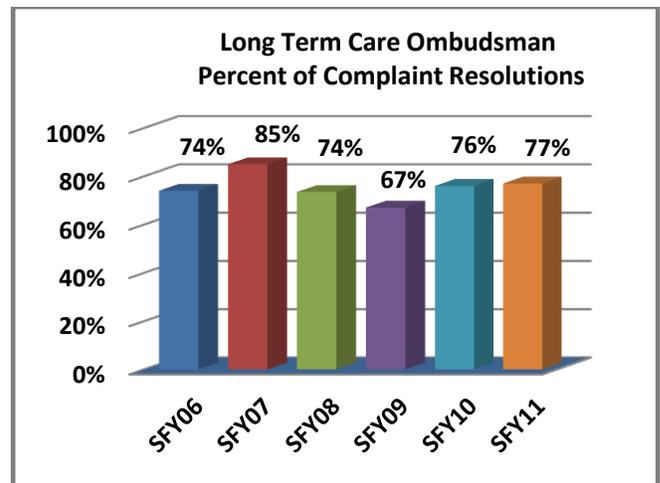
Performance Goal: 70% complaint resolution.

What was achieved: The *Ombudsmen exceeded their goal of 70% and resolved 77% of the complaints received in SFY'11. Even though the program was considerably constrained by limited resources, 77% represents a modest increase from the complaint resolution rate of 76% in SFY'2010.* Cases that were difficult, if not impossible to resolve, continue to include the increased number of involuntary discharges from long-term care facilities and the increase in complaints from assisted living facilities.

Assisted living complaints are difficult to resolve due to the complexity of landlord-tenant contracts and service plan agreements. An increasing number of older lowans utilize home and community based services yet the services offered by the Ombudsman Program are not available to consumers who live in independent housing and receive services.

Data Sources: National Ombudsman Reporting System (OmbudsManager).

Resources: Funding for this program is a combination of Federal Older Americans Act funds (\$333,729), Senior Living Trust funds (\$444,232), General Funds (\$97,504), and Other (\$7,250) totaling \$882,715.



Key Result: Services/Products/Activities

Name: Case Management Program for Frail Elders (CMPFE) / Program

Description: Since the inception of the Medicaid Elderly Waiver in Iowa two decades ago, the Case Management Program for Frail Elders has served as a gateway to both the Medicaid Elderly Waiver for low income frail older adults and other frail older lowans who need and want a coordinated package of services which allows them to remain in their homes and avoid nursing home and other institutional care settings.

Why we are doing this: Older lowans want to live in their own homes with dignity and independence as long as possible. The CMPFE program coordinates individualized services that help older lowans stay safely in their homes. Case managers address both health and social needs of the individual during an in-home visit, develop a personalized plan of care, set up the desired services, and provide ongoing monitoring of the individual's plan. Typically, case management services and the array of home and community based services that are coordinated can be provided at approximately one fourth of the cost to the taxpayer when compared to nursing home care.

What we're doing to achieve results: The Area Agency on Aging (AAA) case managers provide ongoing monitoring of the needs of the consumer, many times on a monthly basis, as well as conduct consumer satisfaction surveys at least annually. AAAs also complete and submit data reports in the INAPIS system, which enables the Department to capture CMPFE activities.

RESULTS

Link to IDA Strategic Plan: CMPFE supports Strategic Goal 2, which is to enable older lowans to remain independent in the setting of their choice with high quality of life for as long as possible through the provision of home and community based services, including supports for family caregivers.

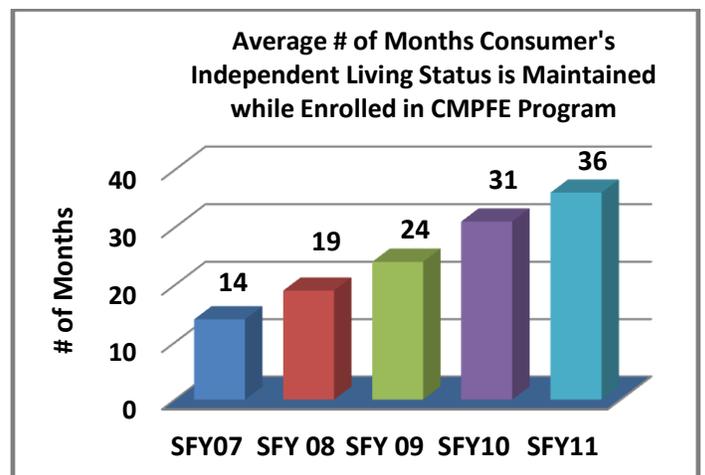
Performance Measure: The average number of months a client's independent living status is maintained because of the Case Management Program for Frail Elders (CMPFE) before being discharged from the program due to institutionalization or death.

Performance Goal: 30 months.

What was achieved: *The average number of months CMPFE clients were maintained in an independent living status was 36 months, exceeding the goal of 30 months. During SFY'11, the CMPFE program served a total of 10,964 older lowans.*

Data Sources: Department on Aging CMPFE-SEAMLESS Reporting System (SEAMLESS).

Resources: Funding for this program is a combination of Federal Older Americans Act funds (\$143,620), Senior Living Trust Funds (\$519,873), General Funds (\$1,414,134), and Other (\$193,203) totaling \$2,270,830.



Key Result: Services/Products/Activities

Name: National Family Caregiver Support Program

Description: Family caregivers, who are often unpaid caregivers, are critical components in helping older lowans remain in their homes. Family and friends who serve as caregivers, however, often do not identify themselves as caregivers and thus do not seek out assistance. Supporting caregivers in locating and providing information and services allows many caregivers to continue their efforts longer, which often delays more costly institutional care.

Why we are doing this: The program supports the array of home and community based services that are instrumental in helping older lowans remain in their homes. The program is primarily funded by the Older Americans Act, and assists persons 18+ years of age who care for a frail older adult. A very small portion of the program allows for services for older relatives supporting dependent minors or persons with disability.

What we're doing to achieve results: The Iowa Aging Network is building support for family caregivers to ensure the services that sustain a caregiver's role, and maintain their emotional and physical health. The focus of the program is to promote and provide caregiver training and support services.

RESULTS

Link to IDA Strategic Plan: The National Family Caregiver Support Program supports Strategic Goal 2, which is to enable older lowans to remain independent in the setting of their choice with high quality of life for as long as possible through the provision of home and community based services, including supports for family caregivers.

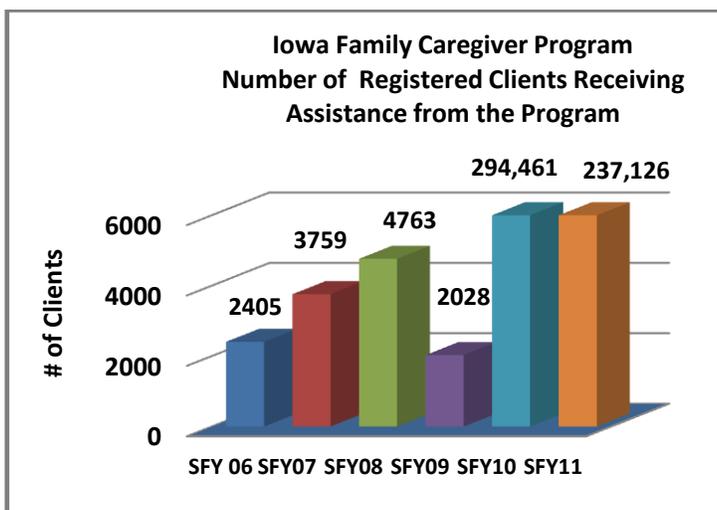
Performance Measure: The number of client contacts and the number of registered clients receiving assistance from the National Family Caregiver Support program.

Performance Goal: 100,000 clients.

What was achieved: *The Caregiver program substantially exceeded the SFY'10 goal by reaching 294,461 clients.* The reporting methodology for the Caregiver program was revised in SFY'09 and SFY'10, which allowed for greater accuracy in reporting the number of older lowans served by the program.

Data Source: Iowa National Aging Program Information System (INAPIS).

Resources: Funding for this program is a combination of Federal Older Americans Act Title III-E funds (\$1,487,903), Senior Living Trust Funds (\$137,780), General Funds (\$30,383), and Other (\$454,751) totaling \$2,110,817.



Key Result: Services/Products/Activities

Name: Aging Network Nutrition Program

Description: The Iowa Department on Aging provides funding to Iowa's thirteen Area Agencies on Aging (AAA) and their community networks to offer congregate meals (meals in a group setting providing both nutritious food and socialization), home-delivered meals, nutrition counseling and nutrition education to older Iowans. In SFY2011, INAPIS reported 2.9 million in congregate and home delivered meals were served through the Nutrition Program.

Why we are doing this: The program is intended to help maintain or improve the nutritional health of older Iowans, and in the case of the congregate meal program, their social well-being. Good nutrition and social well-being are proven to help slow many of the more serious age related health problems and loss of independence.

What we're doing to achieve results: Due to continued growing numbers of older Iowans, many of whom have a different perspective on traditional meal programs, there is an ongoing need to explore cost efficiencies and creative ways to interest older Iowans who can benefit from these programs. With constrained Federal, State, and local funding, the program has struggled to maintain the number of older Iowans served by the program. On November 6, 2008, IDA convened a Nutrition Summit with the Area Agencies on Aging to develop action plans for enhancing the nutrition program. Progress on the action plans continued throughout SFY'10 and work on the plans will continue into the future.

RESULTS

Link to IDA Strategic Plan: The performance measure directly supports Strategic Goal 3, which is to empower older Iowans to stay active and healthy through Older Americans Act services including evidenced based disease prevention programs and health promotion services. Particularly, to improve the provision of and access to nutritious meals for older Iowans through the congregate and home-delivered meal programs, and nutrition counseling and education, while assisting AAAs to promote the health benefits of these programs.

Performance Measure: The percent of clients considered to be at high nutritional risk that are able to maintain or improve their nutrition risk scores while enrolled in the nutrition program and receiving congregate meals, home-delivered meals, nutrition counseling, and nutrition education.

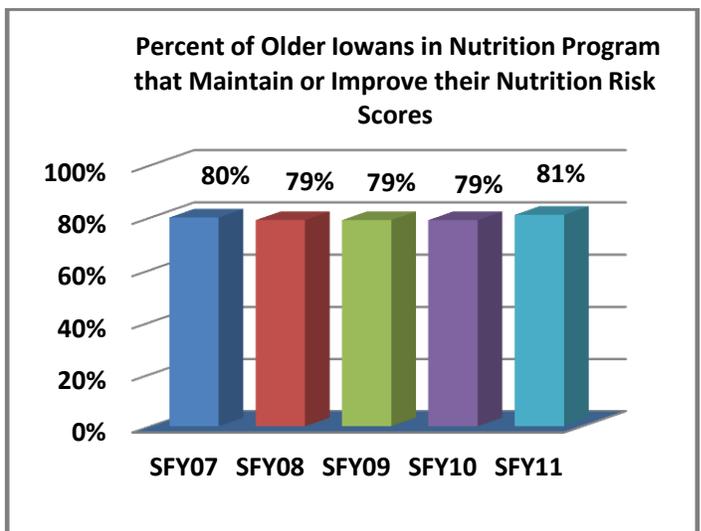
Performance Goal: 79% of clients maintain or improve their nutrition risk scores.

What was achieved: **The Nutrition Program exceeded the goal of 79%.** This means that *81% of clients considered to be at high nutritional risk while enrolled in the nutrition program were able to maintain or improve their nutrition risk scores in SFY'11.*

During a climate of rapidly rising food costs and financial challenges, the Iowa Aging Network was able to continue high numbers of stable or improved nutrition risk scores among clients receiving home delivered and congregate meals, nutrition counseling and nutrition education.

Data Sources: Iowa National Aging Program Information System (INAPIS).

Resources: Funding for this program is a combination of Federal Older Americans Act Title IIIC(1) (\$4,418,79) and IIIC(2) (\$2,304,717), Senior Living Trust funds (\$1,057,105), NSIP (\$1,948,260), General Funds (\$17,527) and Other (\$8,433,993) totaling \$18,180,393.



AGENCY PERFORMANCE PLAN RESULTS – FISCAL YEAR 2011

NAME OF AGENCY: IOWA DEPARTMENT ON AGING			
Agency Mission: Provide advocacy, educational, prevention and health promotion services for older lowans, their families and caregivers through partnerships with Area Agencies on Aging and other stakeholders.			
CORE FUNCTION: ADVOCACY			
Service, Product or Activity: Access to Services			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Maintain the rate of older lowans per 1000 who access one or more services.	115 per 1000	116 per 1000	<p>What Occurred: The rate per one thousand older lowans who accessed Iowa Aging Network services exceeded the goal by 1%.</p> <p>Data Source: Iowa National Aging Program Information System – INAPIS.</p>
Service, Product or Activity: INFORMATION, ASSISTANCE, AND OUTREACH			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Maintain the rate of elder lowans and caregivers (clients) per 1000 reported to have received service through Information and Assistance, Outreach, Advocacy, or Training & Education programs.	250 per 1000	189 per 1000	<p>What Occurred: The rate per one thousand of older lowans and their caregivers (clients) who accessed one or more Aging Network services fell short by 61 clients. This is likely due to better tracking of unduplicated clients.</p> <p>Data Source: Iowa National Aging Program Information System – INAPIS.</p>
Service, Product or Activity: ELDER ABUSE INITIATIVE			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Increase the number of client referrals to EAI projects for intervention and assistance.	3000	2,817	<p>What Occurred: The goal was missed by 183 program referrals. This is in large part due to the nature of the referrals. That is, referrals are increasingly more complicated and thus require more intense intervention assistance. At the same time, staff FTEs has not increased to keep pace with the complexity of the referrals.</p> <p>Data Source: Department on Aging - EAI data reports.</p>

Service, Product or Activity: LONG TERM CARE OMBUDSMAN			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Increase the percent of Long-Term Ombudsman Complaint Resolution Rate.	70%	77.3%	<p>What Occurred: The number of complaints resolved exceeded the goal by 7%.</p> <p>Data Source: National Ombudsman Reporting System – OmbudsManager.</p>
Service, Product or Activity: NATIONAL FAMILY CAREGIVERS SUPPORT PROGRAM			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
The number of client contacts and the number of registered clients receiving assistance from the National Family Caregiver Support program.	100,000	237,126	<p>What Occurred: The number of client contacts and the number of registered clients exceeded the goal by 58%. This is in large part due to a revised data collection methodology.</p> <p>Data Source: Iowa National Aging Program Information System – INAPIS.</p>
Service, Product or Activity: EMPLOYMENT / SENIOR INTERNSHIP PROGRAM			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Percent of participants who remain employed in the 3 rd Qtr of the year after exiting the SCSEP SIP program.	51%	61.1%	<p>What Occurred: The goal was exceeded by 10% primarily because of the excellent work in the field to place more older workers in positions. This is particularly noteworthy given the current economic environment.</p> <p>Data Source: U.S. Department of Labor - SCSEP Data system.</p>

CORE FUNCTION: HEALTH & SUPPORT SERVICES			
Service, Product or Activity: CASE MANAGEMENT PROGRAM FOR FRAIL ELDERLY (CMPFE)			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Maintain the average number of months a client's independent living status is maintained via CMPFE before being discharged from the program due to institutionalization or death.	30 months	36 months	What Occurred: The program exceeded the goal by 6% . This is due in part to increased registration accountability.
Service, Product or Activity: HOME & COMMUNITY BASED SERVICES			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Maintain the rate per 1000 of 60+ lowans benefiting from one or more Home and Community Based Services compared to previous years. Analyze Unmet Needs and Needs Assessment data as an indicator of progress or lack thereof in the State meeting the needs of older lowans.	130 per 1000	112 per 1000	What Occurred: We feel short of the goal by 14% or 18 consumers. Data Source: Iowa National Aging Program Information System – INAPIS.

Service, Product or Activity: NUTRITION PROGRAM			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
The percent of clients that have maintained or improved their nutrition risk scores while enrolled in the Nutrition Program and receiving HD meals, congregate meals, nutrition counseling and education services.	79%	81%	<p>What Occurred: The goal was exceeded by 2%.</p> <p>Data Source: Iowa National Aging Program Information System – INAPIS.</p>
CORE FUNCTION: RESOURCE MANAGEMENT			
Service, Product or Activity: ANNUAL MANAGEMENT			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
	\$31,630,371	\$32,177,421	Revenue was approximately 1.7% or \$547,016 greater than projected for the fiscal year.

RESOURCE REALLOCATION

In SFY'2011, the Iowa Department on Aging reallocated \$85,374 in resources.

CITATIONS

¹Iowa Department on Aging, *Iowa National Aging Program Information System: Activity Report* (Des Moines, IA, 2011), 4; <http://www.aging.iowa.gov/Documents/Reports/NAPIS/SFY11FinalReport4.pdf>

²Ibid.

³Ibid.

⁴Ibid., 22.

⁵Iowa Alliance for Retired Americans and Wider Opportunities for Women. (2011). *Policy Brief: Elders Living on the Edge: When Basic Needs Exceed Income in Iowa* (2011).

⁶Lutz, G.M., & Gonnerman, M.E., Jr. (2008). *Service Needs of Older Iowans: A 2008 Survey of Older Iowans in 16 Planning Service Areas*. Cedar Falls, IA: University of Northern Iowa, Center for Social and Behavioral Research.

⁷U.S. Census Bureau, Decennial Census, State Library of Iowa, State Data Center (Des Moines, IA, November, 2011).

⁸National Adult Protective Services Association (NAPSA), (2011) and Under the Radar: New York State Elder Abuse Prevalence Study (2010).

AGENCY CONTACT

Copies of the Iowa Department on Aging *Performance Results Report* are available on the IDA Web site at www.aging.iowa.gov or email Sue Olson at the Department on Aging: susan.olson2@iowa.gov

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